

Supporting and engaging
with different parts
of the organisation
and interacting with
customers

Business Administrator Apprenticeship

Business administrators develop key skills and behaviours to support their own progression towards management responsibilities. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills. The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

OVERVIEW OF THE ROLE

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services.

Assessment

The apprenticeship includes independent assessment to check the apprentice's overall performance against the standard.

The end-point assessment will include:

- » Work based Project and interview
- » Professional Discussion with Portfolio of evidence
- » Practical observation

Independent end-point assessment happens when the employer, apprentice and trainer/ assessor are satisfied that the apprentice is working consistently at or above the level set out in the apprenticeship standard.

Entry Requirements

Maths and English at Level 1 or equivalent. Employers may also have their own entry requirements.

Before taking the end-point assessment, apprentices must achieve level 2 English and maths (equivalent to GCSEs at grades A*-C or 9-4). You will have an experienced tutor who will support you to work towards these qualifications.

